

CUSTOMER PROBLEM ANALYSIS CHECK

SMART ENTRY SYSTEM Check Sheet

Inspector's name: _____

Customer's Name		VIN	
		Production Date	
		License Plate No.	
Date Vehicle Brought in	/ /	Odometer Reading	km miles

Date Problem First Occurred	/ /
Frequency Problem Occurs	<input type="checkbox"/> Constant <input type="checkbox"/> Sometimes (times per day, month) <input type="checkbox"/> Once only
Weather Conditions When Problem Occurred	Weather <input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Various/Others
	Outdoor Temperature <input type="checkbox"/> Hot <input type="checkbox"/> Warm <input type="checkbox"/> Cool <input type="checkbox"/> Cold (°C [°F])

Malfunction Symptoms	<input type="checkbox"/> Smart lock and unlock functions do not operate on all doors
	<input type="checkbox"/> Smart lock function does not operate
	<input type="checkbox"/> Smart unlock function does not operate
	<input type="checkbox"/> Smart lock and unlock functions do not operate
	<input type="checkbox"/> All <input type="checkbox"/> Driver side <input type="checkbox"/> Passenger side
	<input type="checkbox"/> Smart ignition function does not start hybrid control system
	<input type="checkbox"/> Smart back door lock function does not operate
	<input type="checkbox"/> Smart key back door lock-in prevention function does not operate
Condition When Returned to Normal	<input type="checkbox"/> Power switch ON (IG) <input type="checkbox"/> Hybrid vehicle control system started <input type="checkbox"/> () Switch operated
Condition When Problem Occurred	Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> Power switch OFF/ON (IG) <input type="checkbox"/> () Switch operated <input type="checkbox"/> Other ()